

ABSTRACT

Embodiments of the technology disclosed herein provides an overall, or holistic view, of an enterprise's interaction with its customers. These embodiments can also provide a holistic view of other types of interactions. In one particular embodiment, a system collects and aggregates information related to user inquiries and/or response generated by different types of response systems. Such an embodiment could collect data about phone response system activities and aggregate that information with data about automated response system activities. Other embodiments collect and aggregate information related to customer information, contact resolutions and other information. Other embodiments of the disclosed technology generate reports based on aggregated information and/or generate recommendations to address problems with the individual response systems or the overall strategy for responding to customer inquiries.